

On behalf of your Board of Directors and Premier Management Company...

Welcome to the Community!

The Board of Directors and Premier Management Company work together in order to efficiently operate your community association. Visit www.PremierManagementNC.com to register a Homeowner Login where you can:

- View and download important community documents, forms and information
- Update your phone number, email and mailing address
- View account balance and transaction history
- Pay dues or set up and adjust automatic payment routines
- And more...

Communications

Notices of formal meetings or assessments are sent by regular mail to property owners but helpful reminders of these items and other information related to community events and activities are often sent by email. Please login and make sure your contact information is correct so that you do not miss out on important communications.

Assessments

Owners receive bills for assessments in advance of the due dates and can pay dues or set up and adjust automatic payment of future charges online. Late fees will be added to any outstanding balance if payment is not received in advance of the past due date described on a bill.

Governing Documents

The Declaration of Covenants, Conditions and Restrictions, Bylaws and any Guidelines or Rules and Regulations describe the operation and governance of the community. Please look over these important documents which are available at www.PremierManagementNC.com through the Homeowner Login.

Architectural Review

The documents require owners to obtain approval prior to making any changes or additions to the exterior appearance of your property. Please review the documents and use the **Architectural Request Form** posted online to submit the plans for any proposed changes.

Thank you for the opportunity to be your Association Management Company. Should you have any questions do not hesitate to contact us.

Sincerely,

The Staff of Premier Management Company

Premier Management Company Contact Information

Mailing Address: P.O. Box 12051, Wilmington, NC 28405
Physical Office Address: 1985 Eastwood Road, Suite 102, Wilmington, NC 28403
Phone: 910-679-3012
Fax: 888-799-7626
Office Hours: Monday - Friday, 8:30 am to 5:00 pm

Phone Extensions

Extension 0	Customer Service Representative; ARC Requests, Homewise/ Closings, Account Questions, Clubhouse Reservations
Extension 2	Dial by name directory
Extension 3	Maintenance – request or emergency

Emails

Admin@PremierManagementNC.com	General administrative questions
Info@PremierManagementNC.com	Request for general information re: PMC
ARC@PremierManagementNC.com	Questions regarding new or pending architectural requests
Reservations@PremierManagementNC.com	Clubhouse / amenities reservations
Violations@PremierManagementNC.com	Report a violation
Maintenance@PremierManagementNC.com	Report a maintenance request
Invoices@PremierManagementNC.com	Where to send a vendor invoice

HOA Payments

Visit our Website ~ www.PremierManagementNC.com ~ Login via the Homeowner tab. Once logged in, click the Pay Assessment tab. You may also pay by check made payable to your HOA and mailed to PO Box 1207 Commerce, GA 30529-0022. If you would like to enroll in our free ACH program for future payments, please return the included form. ACH forms must be returned at least 20 days prior the statement due date. Please note that your first payment must be made via check, money order, or online payment.

HOA Documents

Visit our Website ~ www.PremierManagementNC.com ~ Login via the Homeowner tab / Community / Document Library.

Dear Homeowner:

We would like to make sure our records indicate the correct mailing address and information for your property. Please take a moment to fill out the following and return this form to our office so that we are sure to avoid a misunderstanding with any bills or important correspondence.

Today's Date _____

Community Name _____

Owner's Name(s) _____

Property Address _____

Mailing Address (if different) _____

Telephone Number(s) _____

Email Address(es) _____

Signature (Property Owner) _____

Please return form via:

Fax: 888-799-7626

Email: Admin@PremierManagementNC.com

Website: www.PremierManagementNC.com

Go to: Contact Us and complete form

or Mail to:

Premier Management Company

P.O. Box 12051

Wilmington, NC 28405

ACH Draft Authorization

Premier Management Company (PMC) is pleased to offer the convenience of automated direct draft (ACH Draft) for your association dues. The ACH Draft allows us to debit your homeowners' association assessments from your bank account, eliminating the need to write checks and to save money by avoiding the convenience fees for online Credit Card and/or eCheck payments. **Your account listed below will be drafted on the 10th of the billing cycle (monthly, quarterly, annual, etc.) as governed by your association; custom dates are not permissible.** The automatic draft will continue until you submit a written request to terminate. Cancellations are the responsibility of the homeowner and must be received no later than 6 full days prior to the drafting date. There is a refund processing fee for all refunds over \$50. In the event the regular HOA dues increase or decrease, the new amount will be automatically drafted.

To begin ACH Draft:

1. Your association dues must be current
2. Complete and sign this form with a voided check or Authorization Agreement form from your bank. Please note:
 - Forms received without a voided check or proof of routing and account number will be processed using the numbers provided
 - Bank returns, for any reason other than PMC error, will be assessed a returned item fee charged to your account

ACH Draft forms must be received by the 15th of the prior month to be added to the following month's draft (e.g., If you want the draft to begin February 10th, we need the completed form by January 15th)

Authorization Agreement for Automatic Drafts

*PLEASE NOTE:

- The ACH Draft is based on the payment date of your Association for regular and insurance/lawn dues (if applicable) only
- If the form is received late, dues for the missed month must be paid before the draft can begin
- If the ACH Draft is returned for any reason, you agree to make up the payment, and if applicable, with a returned item fee and/or late fee, by another payment method, such as check, money order, or electronically through www.premiermanagementnc.com (Third-Party fees apply for online payments)
- Once ACH authorization is in place, owners will not receive a statement for HOA dues
- If the association passes a Special Assessment, we will not automatically deduct those funds
- If needed, cancel all other recurring payments, i.e., electronic check (eCheck) or credit card payments via the website or through online banking (Bill-Pay), etc. PMC is not responsible for duplicate payments caused by multiple recurring payment types

I hereby authorize Premier Management Company to start ACH Drafts from my account at the financial institution attached on the first available draft date as defined by the association, i.e., monthly, annually, quarterly, etc. Dues will continue to be drafted the 10th of each billing cycle. This authority will remain in full force and effect until Premier Management Company has received written notification from me of its termination and allowing reasonable time to act.

This agreement is non-negotiable and non-transferrable.

Name of Financial Institution: _____

Routing (ABA) Number: _____ Bank Account Number: _____

Homeowner Name(s): _____

Property Address: _____ Association Account No.: _____

Phone Number: _____ Email: _____

Signature: _____ Date: _____

Please email, fax, or mail, your authorization with a voided check or bank authorization form to:

Premier Management Company
PO Box 12051
Wilmington, NC 28405
Fax: (888) 799-7626
admin@premiermanagementnc.com

For office use only: Received: _____
